

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2021

Docket No. ACR2021

**RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTIONS 1-2 OF CHAIRMAN'S INFORMATION REQUEST NO. 15**

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 15, issued on February 11, 2022. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Nabeel R. Cheema.
Chief Counsel, Pricing & Product Support

Eric P. Koetting

475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-1137
(202) 277-6333
eric.p.koetting@usps.gov
February 18, 2022

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO CHAIRMAN'S INFORMATION REQUEST NO. 15**

1. Please refer to the FY 2021 targets and results for the following performance indicators: Business Service Network, Point of Sale, Delivery, Customer Care Center, Customer 360, usps.com, and Business Mail Entry Unit.¹ For each performance indicator, please confirm that the FY 2021 target and result are calculated using the same methodology.
 - a. If confirmed, for each performance indicator with a comparable FY 2021 target and result, please describe the methodology used to calculate these numbers.
 - b. If not confirmed, for each performance indicator with a FY 2021 target that is not comparable to the FY 2021 result:
 - i. Please describe the methodologies used to calculate the FY 2021 target and result.
 - ii. Please provide a FY 2021 result comparable to the FY 2021 target. If a comparable FY 2021 result cannot be provided, please explain why, and explain either: (1) how to compare results between the different methodologies; or (2) why making this comparison is not feasible.

RESPONSE:

- a. Confirmed. The FY 2021 targets and results are calculated using the same methodology for the Business Service Network, Point of Sale, Delivery, Customer Care Center, Customer 360, usps.com, and Business Mail Entry Unit performance indicators. As outlined in the Postal Service's FY 2021 Annual Compliance Report (ACR), the top-two box method is used to measure performance.² More specifically, the overall satisfaction score is a measure representing the percentage of top-two box responses out of all responses. The

¹ See *FY 2021 Annual Report* at 33.

² United States Postal Service FY 2021 Annual Compliance Report (hereinafter FY 2021 ACR), Docket No. ACR2021 (Dec. 29, 2021) at 57 and 61.

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO CHAIRMAN'S INFORMATION REQUEST NO. 15**

Postal Service provided additional supporting information in its FY 2021 Annual Report to Congress³ and in "CX_Composite_ALL_SURVEYS_Program Overview_FY21," filed in public folder 38 with the Postal Service's FY2021 ACR.

b. Not applicable.

³ FY 2021 Annual Report at 38.

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO CHAIRMAN'S INFORMATION REQUEST NO. 15**

2. Please refer to the results from FY 2018 through FY 2021 for the following performance indicators: Business Service Network, Point of Sale, Delivery, Customer Care Center, Customer 360, usps.com, and Business Mail Entry Unit. See *id.* For each performance indicator, please confirm that FY 2018 through FY 2021 results are expressed using the same methodology.
- a. If confirmed, for each performance indicator with comparable results, please describe the methodology used to calculate FY 2018 through FY 2021 results. In the response, please provide the formula used and the steps for calculating the results.
 - b. If not confirmed, for each performance indicator with non-comparable results:
 - i. Please describe the methodology used to calculate the result for each year from FY 2018 through FY 2021. In the response, please provide the formula used and the steps for calculating each result.
 - ii. Please explain why comparable results for FY 2018 through FY 2021 cannot be provided.
 - iii. Please explain how to compare results across FY 2018 through FY 2021. If making this comparison is not feasible, please explain why.

RESPONSE:

- a. Confirmed. The FY 2018 through FY 2021 results are calculated using the same methodology for the Business Service Network, Point of Sale, Delivery, Customer Care Center, Customer 360, usps.com, and Business Mail Entry Unit performance indicators. As in the Postal Service's FY 2021 ACR, the top-two box method is used to measure performance.⁴ More specifically, the overall

⁴ FY 2021 ACR at 57 and 61.

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO CHAIRMAN'S INFORMATION REQUEST NO. 15**

satisfaction score is a measure representing the percentage of top-two box responses out of all responses. The formula used for calculating the results for each performance indicator is:

$S = 100 * \left(\frac{N_t}{N} \right)$, where S is the top-two box score, N_t is the count of top-two survey responses, and N is the survey response size.

The Postal Service provided additional supporting information about this matter in its FY 2021 Annual Report to Congress⁵ and in "CX_Composite_ALL_SURVEYS_ProgramOverview_FY21," filed in public folder 38 with the Postal Service's FY 2021 ACR.

b. Not applicable.

⁵ FY 2021 Annual Report at 38.